



STATE OF TENNESSEE  
DEPARTMENT OF AGRICULTURE

**Written Questions & Comments # 32110- 11166  
FOR Audiovisual and Video Conference Room  
Equipment and Maintenance**

DATE: 8/30/2019

**1. State responses to questions and comments in the table below will be posted with the proceeding TBD Invitation to Bid.**

Potential Respondents must ensure that the State receives all written questions and comments, including questions and requests for clarification, no later than the Written Questions & Comments Deadline: 8/30/2019.

QUESTION / COMMENT	STATE RESPONSE
1 The State requires that the vendor pay for all shipping and handling fees. Is this limited to FOB? What about expedited delivery, liftgate or interior delivery requirements? Are we able to charge for these services?	No. All shipping and handling fees for new purchases and maintenance replacement equipment are to be included in the purchase price and maintenance cost respectively.
2 Please confirm the maintenance contract portion of this bid is to include repairs/replacement of hardware at no additional cost to the state.	Correct. Maintenance coverage will be for all of the electronic equipment (not racks or mounts) and is to include next day on-site parts and labor.
3 In the event a manufacturer is unable to repair or replace a broken piece of equipment due to end of support, is the expectation to replace with a newer model at no additional cost? Example, Cisco C20 fails (EOL and EOS by Cisco)	It is the vendor's responsibility to notify the State in writing at least 6 months (1 year is preferred) prior to a piece of equipment that it is going end of life/end of support. Once that is done, that piece of equipment will be removed from maintenance coverage as of the agreed upon date. If the vendor does not provide notification of end of life and a piece of equipment fails, the vendor will be required to replace the equipment with a current equivalent.
4 Regarding new installs, is maintenance to be included for 1 year, or co term to the next renewal cycle? (assumed annually)	7.18 – When a new installation is complete and the Project Installation Complete [PIC] form has been signed by STS-UCC, the vendor will be expected to guarantee the workmanship of their installation to the end of the calendar month. This workmanship guarantee will cover the equipment, physical installation of the equipment, all mounting, terminations and on-site support/service. The workmanship guarantee period will be from the sign-off date on the PIC form to the end of the calendar month. Maintenance on the electronic components will begin on the 1st day of the next calendar month. Example: If an install is complete on January 15th, then the State will start paying for maintenance on all of the electronic equipment on February 1st.

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5 In the event of an equipment replacement under the maintenance contract, if reprogramming is required is that to be covered at no additional charge?	Correct. If a maintenance replacement requires the control system to be reprogrammed, the programming cost shall be covered under the maintenance contract.
6 What is the state's policy on Firmware upgrades post install?	The State requires the most current firmware version available at time of purchase. In cases where the most recent version was not installed, the State will require upgrade in field at time of install or will require vendor to return to update before installation work is deemed complete. Post-install upgrades will be performed by State. In rare cases where the State cannot perform post-install upgrades, these upgrades will be completed through maintenance contract.
7 When equipment has failed and the contractor provides next business day replacement, if the new part or approved new replacement part requires additional programming to the control system, who is responsible for that?	If a maintenance replacement requires the control system to be reprogrammed, the programming cost shall be covered under the maintenance contract.
8 How are consumables handled under the maintenance contract? (projector lamps, interconnect cables that users have with laptops, fan filters, etc)?	Consumables are not covered by maintenance. They will be purchased as needed by the State.
9 7.14.5 states "The Contractor will be responsible for completing the service within the time schedule as defined in Section 6 by the State." Please share the details for response times.	State expectation is acknowledgement of service ticket request within 2 hours of submission to vendor help desk. Expectation of contact between vendor and the local point of contact requesting service within 4 hours of original request. If trouble cannot be repaired remotely, vendor must provide next day on site parts and technician to begin repair efforts. Please see section 7.20
10 The State holds locations in both Eastern and Central time zones. Does the response time differ based on location?	No. The State maintains technicians and operators in both time zones. Response times outlined in the reply to question #9 apply to both time zones.
11 What access to the State network will the service technicians and programmers have to help support the systems statewide?	During installations, technicians and programmers will be able to connect to the State network locally to be able to configure and program the system being installed (no public internet access). The Vendor may request up to three secure connection accounts for their service / maintenance technicians to have access to all of the maintenance equipment that is remotely accessible. These are individual accounts and may not be shared. The secure connection account holders will be subject to all State network policies regarding network usage and security.
12 It was mentioned in pre-bid meeting that new jobs proposed/sold with the contract will include a line for maintenance. Section 7.18 seems as if the sale of that system will not include a maintenance line/ expected charge	7.18 has been modified to the following: When a new installation is complete and the Project Installation Complete [PIC] form has been signed by STS-UCC, the vendor will be expected to guarantee the workmanship of their installation to

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<p>per month.</p> <p><i>Please clarify</i></p>	<p>the end of the calendar month. This workmanship guarantee will cover the equipment, physical installation of the equipment, all mounting, terminations and on-site support/service. The workmanship guarantee period will be from the sign-off date on the PIC form to the end of the calendar month. Maintenance on the electronic components will begin on the 1st day of the next calendar month. Example: If an install is complete on January 15th, then the State will start paying for maintenance on all of the electronic equipment on February 1st.</p>
<p>13 Section 7.12- monthly Maintenance charge. We believe this charge will cover all previously installed equipment, statewide, that has been in place from 2004? to 2019.</p> <p>a. Will there be a PO issued for each month?</p> <p>b. One PO per fiscal year, with invoices from contractor to State of TN for the value per month?</p>	<p>Correct. Maintenance contract will apply to legacy equipment as well as newly purchased items.</p> <p>Our best practice has been to issue purchase orders 3-4 times per year that cover 3-4 month intervals. This practice will likely continue. Vendor should invoice State monthly based on these purchase orders. Before a new purchase order is created by the State, vendor and State will communicate regarding new items being added to maintenance list and the possibly older, end of service life items being removed.</p>
<p>14 Some MFRs require purchase of a minimum 1-year customer support/extended warranty by the contractor when the equipment is purchased. How is manufacturer extended warranties sold to the State for items like these ( Cisco, Polycom, Sonic Foundry, Evertz or others) ?</p>	<p>For manufacturers that require support contracts to provide advanced replacement equipment in service scenarios, the vendor will be required to purchase those as part of the maintenance contract. The cost of extended MFG warranties such as this shall be built into the maintenance cost (% of MSRP).</p>
<p>15 When the manufacturer coverage on equipment has expired, but there is a gap between that date and the 1-year anniversary from installation and your PIC document date, how does the State pay for that coverage? Does contractor invoice the State for that gap period?</p>	<p>With the update to 7.18, the State will be paying maintenance so that there will not be a gap period.</p> <p>7.18 has been modified to the following: When a new installation is complete and the Project Installation Complete [PIC] form has been signed by STS-UCC, the vendor will be expected to guarantee the workmanship of their installation to the end of the calendar month. This workmanship guarantee will cover the equipment, physical installation of the equipment, all mounting, terminations and on-site support/service. The workmanship guarantee period will be from the sign-off date on the PIC form to the end of the calendar month. Maintenance on the electronic components will begin on the 1st day of the next calendar month. Example: If an install is complete on January 15th, then the State will start paying for maintenance on all of the electronic equipment on February 1st.</p>
<p>16 Must the contractor be an authorized reseller, authorized installer and service provider of all brands reflected in the catalog/ Bid Evaluation</p>	<p>Yes. The contractor must be an authorized to sell, install and support all of the manufacturers listed in section 5.2.</p>

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	Model?	
17	For new equipment that comes out during the contract period that does not fit an existing category, how will those be added?	All new equipment approved by STS-UCC that fits into a category may be added to the catalog via a catalog supplement. In the case of new technology /equipment that the State would like to purchase that does not fit into a standard category, the State, vendor, and the manufacturer may create a special application package and it will be added to category 33.
18	How will miscellaneous hardware be purchased for the jobs- Unistrut, nuts/bolts, plywood, specialty cabling or other not listed in the catalog?	Specialty cabling, zip ties, rack screws, etc., will be itemized into the proper category in the catalog and purchased individually for each job as needed.
19	Section 6.21 mounting hardware lists some typical hardware, but this is not found in the evaluation model spreadsheet, please advise.	Mounting hardware will be itemized into the proper category in the catalog and purchased individually for each job as needed.
20	If we can provide alternate brands of equipment that accomplish the same functionality, will those be added to the catalog?	<p>STS-UCC will work with the winning bidder to create the catalog. STS-UCC welcomes discussions and evaluation of alternate brands of equipment but all equipment must be approved by STS-UCC prior to being added to the catalog. All equipment must be able to be purchased via the existing contract categories.</p> <p>No Equipment shall be purchased that is not in the most up-to-date catalog.</p>
21	Will network switches be part of this contract? If not, how and when will those be provided if needed per system?	Switches that directly connect to the state's data network will be provided by the State and will not be part of this contract. These switches will be provided by the State at point of installation. However switches that are internal to the system without touching the state's data network should be provided on contract. An example of this would be an AVB switch.
22	How does the State pay for other professional services not listed in the Bid Evaluation model (Engineering, Training, CAD, etc.)	The State expects to have the cost of professional services built into the cost of installation and programming labor. The vendor may only invoice for time worked on-site.
23	If the job takes longer than expected, how does the State pay for the added labor?	The vendor may invoice for time worked on-site up to the amount of labor included in the PO. If additional labor is required due to scope additions it will be treated as a change order.
24	Design level for quotes- what is the level of detail required for bill of materials, scope of all work, and drawings that must be submitted?	For each quote, the vendor is expected to deliver a full bill of materials, statement of work and functional block drawings. These designs must be technically valid and ready for deployment into production.
25	Should the quote, drawings and scope be a	As a rule all quotes need to be engineered or 100%

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Rough Order of Magnitude, or 100% when submitted	when submitted. If a State customer is only looking for budgetary pricing the STS-UCC team member will make the vendor aware prior to developing the quote if a Rough Order of Magnitude would be an acceptable deliverable.
26 If there are delays caused by others that require Contractor return trips, how are those paid for?	The State will make every effort to ensure work conditions allow for uninterrupted installation. In rare cases where disruption occurs, State requests that vendor (1) immediately contact State project manager, (2) report and document nature of stoppage, and (3) make a best effort to dismiss local installation crews if stoppage appears to be prolonged.
27 5.4 Staff - If we do not have each of these people on staff, are they allowed as subcontractors to the contractor?	<p>Yes. Subcontractors are allowed to be used. Please see section 5 for the contractor requirements.</p> <p>Please see section 7.10 of the Terms and Conditions which discusses Subcontracting requirements.</p>
28 If we are using subcontractors, are they required to hold the same level of insurance and certifications as the required staff personnel listed in this contract?	<p>The awarded contractor will be responsible for all subcontractors utilized during future projects. However, it is practice of CPO to have the subcontractors submit COI's as well. Please see section 7.10 of the Terms and Conditions.</p> <p>Yes, Subcontractors will be required to hold the same level of certifications as the required staff.</p> <p>5.16 The Contractor's technicians and/or the Contractor's subcontractor technicians shall be certified for the Term of the Contract to perform any and all installations and repairs on the Videoconferencing and Audiovisual equipment and systems listed within the catalog and these specifications. Subcontractors will be required to have the same certifications</p>
29 Besides site visits are there any other required meetings that the contractor is required to attend? If so, what consistency, duration and which team members must be present?	In addition to site surveys, the vendor's account manager, design engineer and project manager will be required to attend a weekly "Sync" call with STS-UCC. This meeting will be approximately one hour and may be attended remotely via Webex. This meeting will be a weekly time to review all active jobs, address technical questions and to schedule future installations.
30 3.21.7.10 says An updated Electronic catalog in Excel format must be provided. What must this excel catalog include?	The winning vendor will meet with STS-UCC to discuss all of the equipment to be added to the catalog. Anything that will be purchased must be included in the catalog. An example for category 7 (Shure) would be where the State lets the vendor know which Shure products are currently in use and which Shure product lines we would like access to purchase.
31 For jobs away from Contractor local office that	No. Travel expenses will not be reimbursed for any

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make sense to spend nights in hotels, is there a way to charge those expenses to each job?	installations or service / maintenance site visits.
32 Section 5.4 lists the various staff required by Contractor. Should these be different people per title, or will you accept a combination- a service technician that is a Crestron programmer and also an install technician, for example?	These must be different people per title. Our experience has been that individuals with multiple roles result in poor service, poor communication, and unacceptable points of failure.
33 Section 5.8.4 On all standard customer requests, the Contractor Design Engineer shall complete engineering details including Bill of Materials, Block Drawings and Statement of Work within ten (10) business days of site visit or meeting with UCC Project Consultant. What level of detail and in what formats is this information required?	For each quote, the vendor is expected to deliver a full bill of materials, statement of work and functional block drawing. The bill of materials/quote will use an Excel template form provided by the State. The SOW and functional are typically submitted as a PDF. The design shall be technically valid and build ready.
34 Labor and programming hours 6.24.3.2 says "The number of hours associated with external system and touch panel controller programming will be estimated by the Contractor and approved by the STS-UCC Team based on prior knowledge of man-hours for similar external system and touch panel controller programming. Actual man-hours required for programming will be verified by STS-UCC Team prior to payment for hours billed.  a. We assume this means the quote/PO might have 50 hours but only 30 were used. How is the balance of unused programming or labor hours handled when it comes time to invoice?	All quotes should be submitted as a guarantee not to exceed for the installation. In the example of 50 hours of programming being quoted but the programmer completes the system in 30 hours, the vendor would invoice for 30 hours of programming. The vendor will invoice for the lesser of the quoted or the actual on-site installation and programming time.
35 For professional services spent on site surveys, quotes and drawings that do not turn into a PO, is there any method to invoice or get reimbursed for designs that do not turn into jobs?	No. Site surveys, quote development including block drawings and scope of work are a vendor requirement and are not billable.
36 For larger projects that take a few months to complete, what progressive billing/invoicing is allowed?	Yes. Large out-of-the-ground construction projects would normally be broken down into multiple POs to cover the various phases of the project. This will allow POs to be processed and invoiced as the phases are completed.
37 What % of deposit may be invoiced per job?	None. Deposits may not be invoiced.
38 Once the State customer approves the pricing, how long does the State PO system take to create a Purchase Order?	Once a customer has approved the quote, the purchase order will take two to four weeks to process and deliver to the vendor.
39 Should additional equipment be needed to complete the installation to make the system	The Contractor is responsible for the technical and functional validity of all purchased systems. If a

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functional, how does the State pay for change orders?	purchased design is not technically valid, the vendor will be expected to supply the necessary equipment and services to make the design technically valid at no additional cost. See section 3.0 Contract Definitions and Requirements, specifically 3.1-3.2.
40 Will designated parking spaces be made available for contractor for all installation, and site survey meetings? If not, who pays for parking?	No. Designated parking should not be expected. Visitor parking is sometimes offered but should also not be expected. Vendor is expected to cover any parking fees.
41 For any location having more than one room priced at same time, will all rooms be combined on the same purchase order?	Vendor should expect separate purchase orders for separate rooms and should prepare quotes accordingly.
42 Do all of the State buildings have a loading dock?	No. Most of the State owned buildings have loading docks but not all.
43 Once the official bid is released, will there be additional time allowed for formal Q&A based on those official documents?	No. This is the only Q&A period that is going to take place under this solicitation.
44 What percentage of designs end up being ordered in a given year?	There is no guarantee that the state will purchase any particular quote. Additionally, the end of the State's fiscal year will sometimes push some purchases into the next fiscal year. The typical percentage of designs that the State has purchased in the last few years is approximately 75%.